

AMENDMENTS TO THE CLAIMS

1 1. (Currently Amended) A method of automated data collection and analysis, the
2 method comprising the ~~machine-implemented~~ steps of:
3 receiving a request ~~for~~ with information about a device, wherein the device is a
4 network element configured for receiving packets and transmitting the packets
5 in a packet-switched network;
6 constructing a command set, wherein the command set is a set of executable
7 commands that indicate collection of data from the device and zero or more
8 other devices;
9 sending a link referencing the command set to a computer associated with the device;
10 wherein at the computer associated with the device:
11 ~~downloading~~ the command set that is referenced in the link is downloaded
12 based on following the link;
13 ~~invoking~~ a command runner module ~~to execute~~ the downloaded command
14 set;
15 ~~receiving~~ a set of results is received from the device; and
16 a modified result set is created by removing one or more confidential data
17 elements from the set of results to create a modified result set; and
18 receiving the modified result set;
19 providing the modified result set to a provider server that comprises an analysis
20 engine;
21 receiving analysis results from the analysis engine, wherein the analysis results are
22 based at least in part on the modified result set; and
23 determining a set of solutions based on the analysis results.

1 2. (Original) The method of Claim 1, wherein the command set comprises one or
2 more commands to collect data from two or more devices simultaneously.

1 3. (Original) The method of Claim 1, wherein the command set comprises a first
2 command to collect data from the device at a first time, and a second command to

3 collect data from the device at a second time, wherein the first time is different from
4 the second time.

1 4. (Currently Amended) The method of Claim 1, ~~further comprising the step of~~
2 ~~producing the analysis results based on a result set~~, wherein the ~~result set~~ set of results
3 is based at least in part on the execution of the command set.

1 5. (Canceled)

1 6. (Original) The method of Claim 1, further comprising the step of providing the
2 set of solutions to a user.

1 7. (Original) The method of Claim 1, wherein the step of constructing the command
2 set comprises choosing one or more commands from a list of predefined commands.

1 8. (Currently Amended) The method of Claim 7, wherein the step of choosing one or
2 more commands from the list of predefined commands comprises automatically
3 choosing one or more commands based at least in part on the ~~request for~~ information
4 about the device in the request.

1 9. (Currently Amended) The method of Claim 1, wherein the step of constructing the
2 command set comprises receiving input from a user, wherein the input defin[[ing]]es
3 new commands based on the request ~~for~~ with information about the device.

1 10. (Currently Amended) A method for automated data collection from a network device
2 and data analysis ~~of the data~~, the method comprising the ~~machine-implemented~~ steps
3 of:
4 receiving a request ~~for~~ with information about the network device;

5 constructing a command set, wherein the command set is a set of executable
6 commands that indicate collection of data from the network device and zero or
7 more other network devices;
8 sending a link referencing the command set to a computer associated with the
9 network device;
10 wherein at the computer associated with the network device:
11 ~~downloading~~ the command set that is referenced in the link is downloaded
12 based on following the link;
13 ~~invoking~~ a command runner module ~~to execute~~ the downloaded command
14 set;
15 ~~receiving~~ a set of results is received from the network device; and
16 a modified result set is created by removing one or more confidential data
17 elements from the set of results to create a modified result set; and
18 receiving the modified result set;
19 providing the modified result set to a provider server that comprises an analysis
20 engine;
21 receiving analysis results from the analysis engine, wherein the analysis results are
22 based at least in part on the modified result set; and
23 determining a set of solutions based on the analysis results.

1 11. (Canceled)

1 12. (Currently Amended) An apparatus for automated data collection and analysis,
2 comprising:
3 means for receiving a request ~~for~~ with information about a device, wherein the device
4 is a network element configured for receiving packets and transmitting the
5 packets in a packet-switched network;
6 means for constructing a command set, wherein the command set is a set of
7 executable commands that indicate collection of data from the device and zero
8 or more other devices;

9 means for sending a link referencing the command set to a computer associated with
10 the device;
11 wherein at the computer associated with the device, ~~means for performing the steps~~
12 ~~of:~~
13 ~~downloading~~ the command set that is referenced in the link is downloaded
14 based on following the link;
15 ~~invoking~~ a command runner module ~~to execute~~ the downloaded command
16 set;
17 ~~receiving~~ a set of results is received from the device; and
18 a modified result set is created by removing one or more confidential data
19 elements from the set of results ~~to create a modified result set; and~~
20 means for receiving the modified result set;
21 means for providing the modified result set to a provider server that comprises an
22 analysis engine;
23 means for receiving analysis results from the analysis engine, wherein the analysis
24 results are based at least in part on the modified result set; and
25 means for determining a set of solutions based on the analysis results.

1 13. (Canceled)

1 14. (Canceled)

1 15. (Canceled)

1 16. (Canceled)

1 17. (Canceled)

1 18. (Canceled)

- 1 19. (Canceled)
- 1 20. (New) The apparatus of Claim 12, wherein the command set comprises one or more
2 commands to collect data from two or more devices simultaneously.
- 1 21. (New) The apparatus of Claim 12, wherein the command set comprises a first
2 command to collect data from the device at a first time, and a second command to
3 collect data from the device at a second time, wherein the first time is different from
4 the second time.
- 1 22. (New) The apparatus of Claim 12, wherein the set of results is based at least in part
2 on the execution of the command set.
- 1 23. (New) The apparatus of Claim 12, further comprising means for providing the set of
2 solutions to a user.
- 1 24. (New) The apparatus of Claim 12, wherein the means for constructing the command
2 set comprise means for choosing one or more commands from a list of predefined
3 commands.
- 1 25. (New) The apparatus of Claim 24, wherein the means for choosing one or more
2 commands from the list of predefined commands comprise means for automatically
3 choosing one or more commands based at least in part on the information about the
4 device in the request.
- 1 26. (New) The apparatus of Claim 12, wherein the means for constructing the command
2 set comprise means for receiving input from a user, wherein the input defines new
3 commands based on the request with information about the device.